

# Doctors Orders

Hello and welcome to the June edition of Doctors Orders.

Here, as promised, is the competition to win a brand new PC package, including flat screen monitor, keyboard, mouse & speakers. (see page 9).

Unfortunately, the best offer that I got for the answers in a brown sealed envelope, was a pint and packet of pork scratchings, so the prize is still up for grabs.

Don't think, "I won't have a chance of winning that", because the answers are all somewhere on our website and the only people that know we have a competition are the half dozen people that can find a Computer Doctors email amongst all their spam and my aunty betty and she's not eligible 'cos she's family.

So don't let me down, it's not often that the boss gives away something for nothing and I don't want to miss it!

This month we've had a major change of the software used to run our remote support. I think everyone at Comp Docs was surprised at the take up and it soon became evident that the remote access software that we were using was not up to the task.

Some inexperienced users were having problems logging onto our website to initiate the remote session and this added to the time taken while the engineer talked the customer through this procedure.

The new software does entail installation on the customers PC, but does mean that a support session can be triggered by the customer just by a phone call and we do all the fiddling about our end to pick up your PC remotely.

So if you have not already been contacted, someone will be telephoning in the next week to arrange an engineer to install the new software on your PC. There's no cost, its part of the support contract and is just intended to make your life easier.

Have a nice June.

Craig (the trainee)



## Inside this issue

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## 'Critical' Google Chrome patch issued



A patch for two internet security vulnerabilities in Google's Chrome browser has been issued by the company and users of the system are urged to update in order to avoid the risk of being exposed to online threats.

Internal testing by Google highlighted the flaws, one of which has been rated 'critical' due to the fact that an attacker could exploit it to "crash the browser and possibly run arbitrary code with the privileges of the logged on user".

"To exploit this vulnerability, an attacker would need to be able to run arbitrary code inside the renderer process,"

Google said of the flaw, which involves a failure to properly validate input from a tab process. Google Chrome users who visit a page under an attacker's control could have their online security compromised through the second flaw, which has been rated 'high'.

This vulnerability involves the Google Chrome sandbox, and similarly carries the risk of an attacker being able to run arbitrary code within the system.

Experts recommend taking advantage of such security fixes as soon as they are issued. If you have Google Chrome, you can check you have the latest version by clicking the spanner icon then "About Google Chrome".

## 30% of public cannot spot phishing emails

Online banking customers are not prepared for the kind of online threats that are likely to emerge in what is being described by Money.co.uk as the first recession of the internet age.

Research commissioned by the organisation has found that more than nine million people (31 per cent) do not know how to spot phishing emails from fraudsters that can lead to ID theft.

Some 38 per cent are more concerned about the safety of their money than they were before the recession, according to the study, which also showed 26 per cent would open messages appearing to come from their bank.

"It is a surprise to find that so many people are still unaware that fraudsters use fake emails to trick people into giving away their online banking security details," said Chris Morling of money.co.uk.

"The reality is that, whilst banks do email their customers from time to time, they rarely ask for a response, and never ask customers to reveal personal information or security details."

Database security company "Guardian" recently published a report showing that 40 per cent of consumers in the UK were not sure their banks could protect their personal data.

## Is your Office up to date?



Does your Word and Excel programs have funny little ways of doing things? Do they do strange things every now and again? It could be they need an update.

Microsoft update all their office suites back to Office 97 to fix bugs and security holes, but does anyone check for office updates?

So there you are thinking, "I've got my antivirus and my anti-spyware all set up, what's the worst that can happen"? And all this time you've got a great big security hole in MS Office!

The number of fixes for each service pack run into thousands and even Office 2007 is into SP2, so get cracking.

Click the link to let Microsoft check your PC for the latest Office updates. But be warned they are pretty huge so don't try this on dial up.

<http://office.microsoft.com/en-gb/downloads/maincatalog.aspx>

# What to do when you reformat the wrong drive

## Ask the Doctor

A customer had what he aptly describes as an "aaaargh!" moment:

"I had a 750GB external USB drive connected [to my PC]. I inserted a small 32MB thumb drive to reformat from NTFS to FAT32 and use as a boot disk. I went through the process of formatting the drive whilst talking to a colleague on the telephone. Inadvertently, I formatted the 750GB external USB drive instead of the thumb drive. Aaaargh!

"What can I do — if anything — to recover the data from the drive? Am I stuck or is there a chance of recovery?"

Don't feel too bad. Anyone who works on PCs long enough will — sooner or later — reformat the wrong drive or partition.

In fact, the increasing use of digital cameras is making this type of error more common. You see, when you "initialize" a camera's memory, you're really formatting a solid-state hard drive. (Most cameras use utterly standard FAT16 or FAT32 disk formatting.)

People who would never reformat a PC's drive will almost surely "initialize" or reformat a digital camera's solid-state drive many times over the years they own the device. Sooner or later, almost everyone will have a reformating "aaaargh" moment!

In PCs and cameras, the trick to recover from an accidental reformat is to avoid using the drive — ideally, do nothing at all — until you can run an unformat tool. The more frequently you access the drive after an accident, the harder it may make it to get the data back.

The popular and clearly named RecoverMyFiles utility from GetData (\$69.95) can handle both FAT and NTFS unformats.

[www.recovermyfiles.com](http://www.recovermyfiles.com)

DiskInternals' NTFS Recovery also has a solid reputation, but it's pricey at \$99.95.

[www.diskinternals.com/ntfs-recovery](http://www.diskinternals.com/ntfs-recovery)

The recovery may not be perfect, and you may have some manual cleanup to do afterwards, but if you haven't used the reformatted drive, there's at least a reasonable chance you'll be able to effect a useful recovery.

Good luck!

# More reasons to postpone that upgrade to IE 8

## Ask the Doctor

A customer's Outlook files are way too fat and refuse to slim down:

"I have Outlook 2000 and have exceeded the 2GB capacity for the .PST file. I have used the MS repair procedure described in this Knowledge Base article [296088] and have been able to reopen the file to remove some of the messages. However, after completely emptying the deleted files and the sent files, I don't see a decrease in file size when looking at the file in Windows Explorer. What am I missing?"

Some e-mail clients store each message as a separate file, but others — including Outlook — store all your mail and other data in a kind of database. The database contains not only the actual content of the messages themselves, but also data structures that allow the mail to be indexed, retrieved, and so on. And here's the problem: deleting the messages doesn't automatically delete the data structures associated with them.

After you delete, export, or otherwise remove messages, you need to "compact the database" by stripping out the unneeded data structures. Yes, this should happen more or less automatically, but sometimes it doesn't. Other times, it does occur automatically but isn't as thorough as it should be. Microsoft's KB article 196890, "How to compact PST files in Outlook 2000," describes how to make your data store as small as it can be. (It's easy!)

This applies to Outlook 2000 and to a progressively lesser extent to later versions of MS Office. Outlook 2007 has better handling for larger PST files.

An About.com article, "How to archive old mail in Outlook and keep the PST file small," ([http://email.about.com/od/outlooktips/qt/et\\_archive\\_mail.htm](http://email.about.com/od/outlooktips/qt/et_archive_mail.htm)) is another handy resource for clearing the clutter from your Outlook files.

**Note:** If you have never come across Microsoft's knowledge base articles. They are a huge resource used mainly by IT professionals. However, by typing "KB" followed by a space then the number, into Google, the top hit should be the article you are looking for.

# How to make Twitter work for you.



You may believe that Twitter (<http://twitter.com>) is just for self-obsessed teenagers who think the whole world is actually interested in the fact that they just showered or bought a new shade of lipstick.

Well, you may need to update your viewpoint, because Twitter's also a great way to share vital information with colleagues and co-workers.

Communicating in no more than 140 characters

Twitter is the 54th-most popular site on the Web, Twitter falls well behind Facebook, which comes in at number 5, and MySpace, number 9. However, Twitter's growing much faster than either of its higher-ranking rivals.

The reason for Twitter's astronomic growth lies in its simplicity. Unlike other social-network sites, Twitter is designed primarily to carry out a single function: to let your friends and other people in your network know what you're doing right now. It works like this:

When you sign in to your Twitter account, there's a simple box at the top of the screen labelled "What are you doing?" If you enter something in the box, your "tweet" is sent to everyone in your social network, which consists of anyone who has decided to "follow" you. Similarly, you may follow others and receive their tweets whenever they're posted.

So every user has "followers" plus a separate group of people the user "follows." In a close network of friends, the two groups may be the same; more commonly, the two groups overlap but are not identical.

But here's the main point: the maximum length of a tweet is 140 characters. This makes communication with your network quick, easy, and focused.

## **Why some people hate Twitter: unbridled vanity**

Many think Twitter is the lowest form of vanity publishing. Certainly, the idea of telling other people about the most minor events of your day — such as "I just tried out my new electric toothbrush" — seems to be based on the strange belief that someone could actually be interested in such trivia.

Others dislike not only Twitter's content but also its format. They see Twitter and its 140-character messages as the final degeneration of written communication.

There's much evidence to support these attitudes. Anyone who takes a cursory look at Twitter will find it awash with the most inanely trivial details of people's lives, while a depressing percentage of the written language that chronicles this domestic floss is nearly illiterate. However, none of this has diminished Twitter's popularity.

If that were all there was to Twitter, I'd have no interest in the service at all. But thankfully, there's more.

## **Looking beyond Twitter's personal trivia**

To understand Twitter, you need to put the social network in historical context. Put simply, Twitter is the latest development in the ongoing de-structuring of written language. Let me explain:

All of us have received e-mails that are long, formal, and carefully crafted, just like postal letters. Such e-mails are a total pain to respond to because a standard short e-mail reply seems inappropriate.

What the senders have failed to grasp is that the e-mail medium is designed for relatively brief notes and quick answers. E-mail's writing style differs from that of snail mail.

Instant messaging (IM) and short message services (SMS) represent the next stage in the evolution of written language. These forms use an even terser format than e-mail and are designed for short, snappy messages that will produce short, snappy responses.

Now we have Twitter. With a maximum message length of 140 characters, it's even more constrained than IM and SMS. You can write a somewhat lengthy SMS, but you simply can't write a lengthy tweet.

Rather than a curse, this can be a blessing. It means that you can communicate without a lot of overhead. With Twitter, there's no space for niceties and no room for excuses or preambles; you have to get straight to the point.

This is certainly an advantage when describing the trivial details of your personal life. However, it's an even bigger advantage when communicating more weighty matters. Furthermore, there's no shortage of substantial information available from Twitter; it's just buried under the noise.

## **Finding the serious uses for Twitter**

Twitter is used widely by businesses, experts, industry pundits, hobbyists, and others for much more than personal trivia.

Although "serious" tweets are in the minority, there's

enough "serious" information being communicated that you should start thinking about how you can access it. And quite separately, you should also start thinking about using Twitter yourself to disseminate your own professional information.

**Here are four simple ways to make a start:**

**Search for tweets:** Twitter's search feature is a great way to unearth information. No, it's not a replacement for Google or other major search engines, but it does serve as a surprisingly useful supplement to those services. Twitter searches are particularly useful for finding fast-breaking news and inside information. Indeed, if you want to find out what your colleagues are doing, Twitter's one of the best sources around.

Unfortunately, the presentation of Twitter's search results is not very effective. For more refined search results, try the impressive Twazzup ([www.twazzup.com](http://www.twazzup.com)) and Twitalyzer ([www.twitalyzer.com](http://www.twitalyzer.com)) search services for Twitter.

**Find and follow area experts:** Tap into the knowledge of people who share your interests or profession by following their tweets. You can locate these people using Twitter's own search function, but it's usually more effective to use a Web service that specializes in this area.

Twellow ([www.twellow.com](http://www.twellow.com)), for example, lets you narrow your Twitter search by product categories. If you already have some tweets to your name, try Mr. Tweet ([www.mrtweet.net](http://www.mrtweet.net)), a site that looks at what you've posted and finds people with common interests.

**Get your workgroup tweeting:** Twitter is a great option for communicating within a closed group. Whether it's for work or pleasure, think about getting your friends and associates together on Twitter. For geographically dispersed workgroups, Twitter's a cheap and simple option for keeping everyone in touch.

Twitter doesn't provide a group feature, but it's easily done by creating a special Twitter username just for the group. If privacy is an issue, consider using the free GroupTweet (<http://grouptweet.com>) service.

**Turn your tweets into feeds:** Use Twitter to implement an easy-to-access RSS-style feed for disseminating information. Just create a dedicated Twitter user account where you can post your items. Anyone can receive these posted items by visiting the page and then "following."

Now, don't get me wrong: there's plenty of mindless dross on Twitter. What I'm saying is there's some great information there as well. Feel free to complain about the trivial aspects of Twitter, but please don't throw the baby out with the bath water.

## Vista's power options

### Ask The Doctor

A customer at university suggests the following.

"It's good to save energy by suspending the computer when the user wants to leave it always available, but in my case — in my university and for unaware users — this represents a problem. A lot of students simply want to turn off the machine and go home, but if the user 'turns off' the computer using the power button on the Vista menu, Windows goes to suspend/energy saver mode but is still running, and data is still in RAM! "When the night guards turn off the building main switch to conserve energy, all these computers suffer an unwanted cold reset. The same thing happens if the unsuspecting user turns off her/his power strip to go to bed. I always change the settings for the Vista menu power button to hibernate and the physical power on/off to really power off. I also disable Vista's auto-suspend mode."

There are several different factors at play here. One is that different PCs and laptops can come configured in different ways by the original manufacturer. The actions of the physical power buttons, the lid-closing switch on a portable PC, and the Sleep or Shut Down options all can do different things, depending on how the system is set up. As you point out, these settings also can be changed by the user, and in Vista, the power settings may be different from what earlier Windows versions offered.

For example, Vista's "hybrid sleep" feature differs from normal sleep modes. Microsoft defines it this way:

"Sleep saves any open documents and programs to memory, and then puts your computer into a low-power state. Hybrid sleep saves any open documents and programs to memory and to your hard disk, and then puts your computer into a low-power state."

In other words: in those PCs that support it, hybrid sleep offers the safety of "hibernation," where data is written to the hard drive, coupled with the faster wake-up of a standard sleep or suspend mode, which stores data in RAM. If a hybrid sleep computer loses all power, no data is lost and the PC will wake up as if coming out of hibernation.

With new options like hybrid sleep, plus all the different ways systems can be configured, the only certain way to know how the power options of a given PC or laptop are set up is to look at the settings. Fortunately, Microsoft offers an FAQ (<http://windowshelp.microsoft.com/windows/en-US/help/335c6a5d-0304-4af1-b135-6bf6c124dc111033.mspx>) that explains Vista's power options, what they do, and how to change them so they do just what you want and need.

## Second hand parts in new PC's

We were recently approached by a new parts supplier whose prices seemed remarkably low. Because the specification on some of the parts was not current. I asked the suppliers if these parts were "end of life" (EOL)\*. He said they were "second user", I said "do you mean second hand", he said "well more second life", I said "so that's second hand then?" "Well yes he said". When I said we weren't interested, his passing shot was, "we've sold a lot to your competitors, now they'll have a price advantage". These parts were of European origin but actually purchased by the supplier from India! I don't know any local repairer that would touch these parts, but who knows.

It seems that the recession has brought all the characters that used to frequent the electronics industry back out of the woodwork. I suppose to be fair, all industries have their "Cowboys" and during a recession is when they make their money.

People who's funds are a bit tight are prepared to take a chance on a product even though their brain is telling them "this can't be right, its too cheap".

This week we saw a two weeks old PC that the customer purchased from another local computer shop, with a faulty DVD writer but more importantly, no Windows licence or product key. In other words a "Hooky" version of Windows. Naturally, we asked the customer why he was prepared to pay us to repair it when it was so obviously under warranty. He said he had approached the shop and they told him that because they had built it themselves the warranty only applied to the individual parts and he should contact the manufacturer of the DVD writer..... in Germany!

Well, we've not heard that one before and I am sure that it wouldn't stand up in court, but our customer didn't want the hassle. So he paid £19.65 for a new DVD writer and our engineer didn't charge him for fitting, out of a sense of joint guilt for the Industry as a whole, I suspect. Still I think we've got a new customer for life.

He asked us, if we print the story, not to disclose the name of the shop where he bought the PC.

All we can say is; think about that bargain offer before you buy, we know times are tight but it could cost you more in the long run. Do not buy on price alone, however tempting. Take into account the service that you've had from that company in the past. Good service costs that company money in staff time etc. and this is where those extra few pounds go, on the cost of a laptop.

(EOL)\* End of life parts are new parts that a manufacturer has in stock when they change specification. Being new these parts are suitable for replacement in older specification machines and generally include a full 12 months warranty. It is not advisable to use these in a new PC build as the specification is likely to be soon out of date.



*Recent news story: India, innovators in the art of second user exporting.*

## Give your PC a Holiday!

If your PC has spent the whole autumn, winter and spring wading through items of spyware and getting slower and slower. Think about giving it a holiday while you are off sunning yourself on yours.

So that you don't have to be too long without your PC, why not drop your PC into our surgery before you go and we'll give it a health check and clean up, ready for another 11½ months of fighting off viruses.



If you want, we can fit extra RAM memory (we only charge for the RAM, not the fitting) or any upgrade or modification that you desire.

## Second hand hard disks threaten online security

A new study by researchers from BT and the University of Glamorgan has highlighted how consumers are risking their online security by failing to fully delete information from computers before they are sold second hand.

The researchers bought second hand computer disks from the UK, the US, Germany, France and Australia for the study and found a treasure trove of data including US government information on shooting down missiles.

Some 34 per cent of the randomly bought disks were found to contain everything from bank account details, medical records, financial company data and personal ID numbers.

Dr Glenn Dardick, who was in charge of the US research team, said: "Given the rise in ID theft and the apparent availability of discarded information, we need to do better in educating people about this problem."

"We found enough information to expose both individuals and companies to a range of potential crimes such as fraud, blackmail and identity theft," added Dr Andy Jones, head of information security research at BT.

The missile defence data involved Lockheed Martin but the BBC states that a company spokesman denied any data had been compromised.

## Computer hardware prices rise

We have got so used to all computer equipment decreasing in price on a weekly basis, that when the prices actually go up, it comes as a bit of a shock.

The story goes that as most of the hardware now comes from the far east and the eastern currencies are far stronger than the dollar. (The poor old pound sterling, doesn't figure at all these days). The exchange rate has pushed up prices.

Strangely, Intel and AMD processors, which are made in the US have also gone up in price!

Maybe as the manufactures are not selling so many products, they've taken the advice of all the large marketing companies and put their prices up.

Whatever the reason, all we know is, that the prices have gone up instead of down.

So what to do? Most small retailers are too frightened to follow suit and put prices up. We could reduce our already slimmed down profit margins even more, but some of the price increases are more than the original profit margin.

The answer is to take a leaf out of PC World's book and buy in greater quantity, hence lower prices and maintain the existing retail price.

OK if you have a slush fund burning a hole in your bank account. But not so good if the recession has already sunk its teeth into your neck.

We've managed to pull off the impossible by a combination of bulk buying and cutting our margins to the quick. In fact during the exercise, we have actually managed to reduce a few fast selling items.

Our entry level replacement tower is now down £13 to £286 inc vat and our 19" Hyundai Wide screen black multimedia monitor is down £13.54 to £119.

In fact we have a whole page of special offers on our website.

[www.computerdoctors.uk.net/shop/sp\\_offers.htm](http://www.computerdoctors.uk.net/shop/sp_offers.htm)

Suddenly we find that we can compete with the likes of PC world and Tesco while at the same time offering the sort of service and support that the box-shifters only dream of.

So the whole exercise was worth doing, we are leaner and able to keep prices low. On the other hand we now have huge stocks that we need to sell. So if you are the market for new PC's or peripherals, please have a look at our shop, I think you will be surprised at our low prices.

[www.computerdoctors.uk.net/shop](http://www.computerdoctors.uk.net/shop)

# Replace or Repair?



As with most electronic equipment, computers and their peripherals are fast becoming "throw-away" items.

As labour costs increase and the replacement costs decrease they meet in the middle. Most entry level devices, (which account for 75% of the electronic goods sold) are already cheaper than the cost of repair.

This applies to entry level printers, flat screens and even laptops. The manufacturers, knowing that these products will never be repaired, produce no replacement parts, which enables them to produce even cheaper.

OK, perhaps with printers and screens we can understand it. But a £400 laptop is not a cheap item to replace after 12 months when the warranty has expired.

The sad truth is, customers prefer to scrap over 50% of laptops that are brought to us for repair because the parts are unavailable or the repair comes to £200 or more. At this cost many users would sooner have a new laptop with another 12 months warranty.

Contrary to most customers thoughts, we would much rather repair than replace, if the parts are available.

We can get a laptop motherboard repaired by a special-

ist repairer and replace any other faulty parts (if available) all for a fixed fee of £200 including parts, labour, shipping and software reinstallation if required.

Some people are aghast at this cost and find it difficult to believe that some laptop motherboards alone cost £350 whereas they can buy a replacement laptop for £400; or cheaper if you want a super basic model.

Accident damage is yet another area where laptops get a bad press. The tiniest amount of liquid split onto the keyboard (and thence onto the motherboard fitted below) will kill your new laptop.

A fall from a desk to the floor will nearly always do the same. Unfortunately, neither of these will be covered by the manufacturer's warranty even if the laptop is brand new.

For the last few months, when we've sold a new laptop, we have been able to offer accident insurance for Just £5 per month plus £1 reduction in our remote support if taken at the same time. Most people hear the words "accident Insurance" and immediately are "not interested" but if they had seen the number of nearly new laptops fit only for scrap, as we have, they would have factored this cost into the total cost of ownership.

We have taken this insurance out on our own engineers laptops, with a guaranteed 48 hour replacement anywhere in the UK, we would recommend not leaving home without it!

At the moment desktop PC's are still able to be repaired economically due the huge number of non generic parts used in the average PC.

Replacement motherboards are easy to get, although some older PC 's will require new RAM, processor and graphics card to fit the more modern motherboard.

We have always to be conscious of the fact, when calculating repair costs, that a replacement PC tower costs just £286 inc vat and the repair may not be in the customers best interest.

Although we would still rather repair than replace, we try not to influence the customer either way, it's their decision, all we can do is supply the options.

## Stare into the eyes of a computer virus!

Ever wondered what a computer virus looks like? Well here's one mans idea derived from the actual code.

[http://news.bbc.co.uk/newsbeat/hi/technology/newsid\\_7279000/7279278.stm](http://news.bbc.co.uk/newsbeat/hi/technology/newsid_7279000/7279278.stm)

# Enter our Competition to win a Fabulous PC package



Now's your chance to replace that creaking old PC for a brand new PC tower, flat screen, speakers, keyboard and mouse. (Full specification shown on our website)

Yes, we are giving away this complete package, which includes all the important programs such as antivirus, anti-spyware and office suite.

Plus our engineers will deliver to your door and set up the computer with any existing peripherals such as a printer as well as your Internet access AND transfer your old data (documents, pictures etc.) from your old PC.

You get 12 months RTB warranty on the hardware and 30 days free subscription to our remote access support.

If you don't want it for yourself, you can win it for a friend or family member, as long as they live in our service area. (postcodes shown on competition website).

All you have to do is answer 5 easy questions about our service. All the answers can be found on our website so there's no excuse for not having a go.

If no one gets all five answers correct, the entry with the most correct answers wins. In the event of a tie a draw will be made from the correct entries. Only one entry per household is allowed.

Staff of the Computer Doctors Ltd and their families are not eligible to enter. All entries must be in by 30th June 2009 at which date the competition will be removed from our website. Good luck.

[www.computerdoctors.uk.net/competition](http://www.computerdoctors.uk.net/competition)

## Windows activation for no reason?

### Ask the Doctor

A customer wonders whether something nefarious is afoot when Windows asks to reactivate his PC for no apparent reason:

"What do you think about this: I log on to one of my computers, only to get stopped by a message that tells me I need to reactivate my XP machine within 3 days because there have been "significant hardware changes. This is a computer I don't use very often. It has a legal copy of XP Pro SP3, so that should tell you how much attention it gets. This computer has not been opened since it was built (by me). So what is Microsoft up to?"

Maybe I'm not paranoid enough, but I doubt there's anything evil going on. My guess is that your system's BIOS "forgot" its hardware setup and had to rediscover — the technical term is "re-enumerate" — its hardware at boot-up. This isn't a big deal — several things, including an errant keystroke or an aging BIOS battery, can trigger re-enumeration. Windows simply may have reacted to the hardware being newly redetected and freshly reconfigured.

You say the PC is rarely used — and I assume older. I suggest you pop open the case and replace the BIOS battery. It's usually a coin-type cell on the motherboard that can be replaced in all of five minutes. The battery costs about a £2.50. My guess is a fresh battery will prevent this from happening again for the next three-to-five years or so.

If you really do not want to open up your PC, drop it into our surgery and we'll replace the battery while you wait.

Who do you ask when you want an honest opinion?

We turn to the people who know us best.  
Our Customers.

Their feedback helps us to keep improving. Thanks to them we now have fixed price on-site and surgery repairs and reduced price tech support from £1 per minute to £6.99 per month. Just two of the customer inspired changes we have made to our business.

What you think makes a difference to us.

Let us have your thoughts by emailing us at:  
[sales@computerdoctors.uk.net](mailto:sales@computerdoctors.uk.net)

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